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32127 7590 12/21/2004

VERIZON CORPORATE SERVICES GROUP INC.

C/O CHRISTIAN R. ANDERSEN

600 HIDDEN RIDGE DRIVE

MAILCODE HQEO3H14

IRVING, TX 75038

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I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (703) 746-4000, on the date indicated below.

Christian R. Andersen (Depositor's name)  
[Signature] (Signature)  
March 21, 2005 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/090,395	03/04/2002	Patrick Peterson	01-4006	4875

TITLE OF INVENTION: APPARATUS AND METHOD FOR LOGGING EVENTS THAT OCCUR WHEN INTERACTING WITH AN AUTOMATED CALL CENTER SYSTEM

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$1400	03/21/2005

EXAMINER	ART UNIT	CLASS-SUBCLASS
HONG, HARRY S	2642	379-265020

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.  
☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,  
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1. Leonard C. Suchtya, Esq.  
2. Joel Wall, Esq.  
3. Fitzpatrick, Cella et al

## 3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Verizon Corporate Services Group Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

New York, New York

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are enclosed:

- ☒ Issue Fee  
☐ Publication Fee (No small entity discount permitted)  
☒ Advance Order - # of Copies 5

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- ☐ A check in the amount of the fee(s) is enclosed.  
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☒ The Director is hereby authorized by charge the required fee(s), or credit any overpayment, to Deposit Account Number 07-2339 (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

The Director of the USPTO is requested to apply the Issue Fee and Publication Fee (if any) or to re-apply any previously paid Issue fee to the application identified above.

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Authorized Signature

Leonard C. Suchtya, Esq.

Date March 21, 2005

Typed or printed name

Registration No. 25,707

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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Trademark Office –  
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Pages  
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I hereby certify that the below listed documents are being facsimile transmitted to the Patent and Trademark Office, Box Issue Fee, to facsimile number 703-746-4000 on the date shown below:

1 page: Issue Fee Transmittal authorizing a Charge of \$1,400.00 to Account No. 07-2339

Application Number: 10/090,395  
First Inventor: Patrick PETERSON  
Examiner: Harry S. HONG  
Art Unit: 2642  
Confirmation No.: 4875  
Assignee: Verizon Corporate Services Group Inc.

  
Christian R. Andersen

Date of Transmission: March 21, 2005

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